

## DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Technology Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 626 - 1405 - 001	
DIVISION/UNIT IT Infrastructure & Operations / IT Infrastructure	CLASS TITLE Information Technology Manager I	
INCUMBENT NAME Vacant	WORKING TITLE IT Infrastructure Manager	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the administrative direction of the Director of IT Infrastructure and Operations, the Manager of IT Infrastructure is primarily responsible for ensuring that the current business technology systems are operational and available for conducting CalSTRS business. The incumbent oversees the Network Infrastructure, Client Technology Infrastructure, IT Service Management and Disaster Recovery functional teams and directs the development and execution of IT Infrastructure goals and objectives in alignment with the CalSTRS strategic and business plans. The incumbent makes high level decisions and is results oriented, plays a major role in formulating IT strategy and policy, and administers the most complex IT projects.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
30%	<b>ESSENTIAL FUNCTIONS</b> Provide leadership and guidance to subordinate managers, and direct the functions of the Network Infrastructure, Client Technology Infrastructure, IT Service Management and Disaster Recovery teams. Establish, prioritize, communicate, and implement goals and objectives for each function. Oversee functional teams and direct the development of the IT Infrastructure program to fulfill and align with the goals and objectives of the CalSTRS strategic and business plans.	
25%	Ensure standard operating processes and procedures are thoroughly and accurately documented, timely updated to reflect changes, and made available to the relevant users. Provide direction to IT Infrastructure management team and staff to develop policy, practices, standards, and guidelines related to the effective and efficient delivery of Information Technology (IT) services and systems at CalSTRS. Continually review and refine processes and procedures to improve maturity and the quality of customer services.	
25%	Develop and maintain a culture of continuous improvement. Manage and evaluate operational and administrative effectiveness and continuously implement process improvements. Lead and establish efforts to innovate and better support business program goals and objectives. Establish metrics to measure program success and report outcomes to organization. Oversee IT Infrastructure initiatives and direct the most complex and critical projects to meet goals and objectives. Maintain high performance team through proactive coaching and mentoring of direct reports.	
15%	Analyze IT industry and market trends to determine their value and application to CalSTRS business environment. Work in collaboration with Technology Services' leaders to identify and address gaps. Serve as subject matter expert in the areas of IT infrastructure. Ensure implementation of appropriate security and internal control policy and practices.	
5%	<b>MARGINAL FUNCTIONS</b> May act for the Director of IT Infrastructure and Operations in his/her absence. Attend Senior Management meetings as appropriate. Assist in managing and overseeing the IT Infrastructure Program budget.	
<b>COMPETENCIES</b> <u>Core Competencies.</u> All employees are responsible for understanding and demonstrating CalSTRS' core competencies: <ul style="list-style-type: none"> <li>• Adaptability/Flexibility</li> <li>• Communication</li> <li>• Customer/Client Focus</li> <li>• Teamwork</li> </ul>		

- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies:

- Decision Making
- Ethics and Integrity
- Fostering Diversity
- Mentoring
- Professional Confidence
- Results Orientation
- Risk Management
- Strategic Thinking and Implementation

#### CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values

#### WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

In bullet points, list the working conditions and physical abilities required of the job. This refers to physical characteristics and/or surroundings of the job that make specific demands of an employee's capacity. This also refers to any specific methods, procedures or techniques that must be used to complete tasks for functions and would require special physical agility or exertion. Below are examples to consider. Please remove examples that do not pertain to the position.

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

#### To be reviewed and signed by the supervisor and employee:

##### SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

##### EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED